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Siler City, N.C.

January 13, 2005

Chrysler/Dodge Customer Assistance Center
P.O. Box 21-8004
Auburn Hill, MI 48321-8004

Dear Chrysler/Dodge Customer Representative:

The purpose of this letter is to advise you of problems we have encountered with our 2001 Dodge Intrepid SE with a 2.7 Liter engine (VIN # 2E3HD46R01H). This is the second time I have contacted Chrysler Motors with a complaint about the 2.7 Liter engine. Please refer to the enclosed copy of my March 11, 2003 letter, for which I have received no resolution from Chrysler Motors.

My wife and I have purchased four Dodge Intrepids in the past few years, based on recommendations from friends and family who owned Intrepids manufactured prior to 1999. We currently own two Intrepid ES cars, a 1999 model and a 2002 model. These cars have the 3.2 and 3.5 Liter engines. We have also owned two Intrepid SE cars with the 2.7 Liter engine, a 1999 model and a 2001 model. All four cars have been maintained and driven similarly, however, we have been extremely disappointed with the performance of the Intrepid SE cars.

Both of the Intrepid SE cars with the 2.7 Liter engines have experienced engine failure, occurring at 114,000 and 112,000 miles, respectively. However, both of the Intrepid ES cars with the 3.2 and 3.5 Liter engines have had no engine problems and they currently have 175,000 and 109,000 miles on them, respectively.

This leads me to believe the complaints I have been hearing from mechanics and Dodge owners nationwide about the poor performance of the 2.7 Liter engine. Therefore, I would like to file a second formal complaint with Chrysler Motors about the 2.7 Liter engine and the danger, expense and hardship the engine failures have caused my family. My daughter, Catherine Poole, who is the owner of the 2001 Intrepid SE since October 2004, was driving this car December 31, 2004 when the motor failed abruptly without any warning or warning light. Thankfully, she was able to pull off the road safely and call for assistance to tow the car to a mechanic.

I would also like to file a complaint for the PCM computer failure that occurred with the 2001 Dodge Intrepid SE at 94,802 miles. My daughter, again, was put in danger as this computer failure occurred without warning. The car suddenly lost power and she had to coast to a stop in the center turning lane on a multi-lane highway.

Earlier today my wife spoke to two of your customer service representatives, Paul and Latasha, to ask if there were any recalls or rebates for either of these major component failures with the 2001 Intrepid. She was unable to document a reference number for the conversation with Paul because the connection was lost prematurely. The call to Latasha was listed as reference # 13045491.

Both representatives plan to file our complaints, however, they indicated there are currently no recalls or rebates offered for these system failures. Again, I would like to request Chrysler Motors to assist us monetarily for the danger, expense, and hardship we have encountered due to the notoriously defective 2.7 Liter engine and the PCM computer in our 2001 Dodge Intrepid SE.

Thank you for your prompt attention to this request.

Sincerely,

Enclosure

Cc North Carolina Attorney General's Office
National Highway and Transportation Safety Administration

Center for Auto Safety
Catherine M. Poole

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Siler City, NC

March 11, 2003

Chrysler Motors Customer Center
Chrysler Motors Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Chrysler Customer Representative:

I am writing to let you know about a problem I am having with my 1999 Dodge Intrepid with a 2.7L engine. My wife and I each own a 1999 Dodge Intrepid. We purchased our cars based on the recommendations of family and friends. We each drive an average of 30,000 miles, annually. We have driven many different makes of cars (other Dodge vehicles, Oldsmobiles, Chevrolets, Fords, Hondas, Mazda) over the past 30 years and we have been very successful in preventing largely expensive repairs due to our diligent attention to regular car maintenance and my knowledge of auto mechanics.

We usually do not sell a car until it exceeds 150,000 miles and frequently we have passed 200,000 miles traveled per vehicle, and still running dependably. We have had to replace a fair number of transmissions, water pumps, belts, etc. but we have never had to replace a motor. That is, not until this month.

The car that we are replacing the motor in is a 1999 Dodge Intrepid, VIN # 2B3HD46R1XH. My wife called our local Dodge dealer last week, and then called the Chrysler headquarters on March 10, 2003, to inquire about any past or current recalls or rebates for the 2.7L engine that we are going to have to replace. She was told there were no recalls on this engine and that we were past the warranty allowance with the current mileage of 114,000. That call was documented by Gina, your service representative, as reference call # 11039899.

When we first took the car in for a diagnostic evaluation three weeks ago, our mechanic told us there were problems with the bearings in our engine. He also informed us their shop had just replaced a 2.7L engine in a 1999 Dodge Intrepid with the same problem a couple of weeks earlier.

We started researching our alternatives. We were told by various engine parts stores and by various mechanics that the 2.7L engine had a well-known history of problems. We are currently faced with the need for an engine replacement at the tune of \$6,200, as quoted by our local Dodge dealership.

I would like to request Chrysler Motors to consider monetary assistance to us in the replacement of this malfunctioning engine. Our past experience with various engines with similar mileage and similar maintenance, and the "front line" testimonials from multiple mechanics and auto parts representatives in the past couple of weeks, leads me to the conclusion the 2.7L engine has some mechanical deficiencies.

Thank you for your assistance in this matter and for your prompt reply.

Sincerely,